

ACN Christmas & New Year Operating Hours (AEDT)

Date	IBO Support	Customer Service	Technical Support
Fri 21 Dec 2018	9am- 6pm	9am - 8pm	8am - 10pm
Sat 22 Dec 2018	Closed	Closed	10:00am - 6:00pm
Sun 23 Dec 2018	Closed	Closed	10:00am - 6:00pm
Mon 24 Dec 2018	9am - 3pm	9am - 8pm	8am - 8pm
Tue 25 Dec 2018	Closed	9am - 6pm	9am - 6pm
Wed 26 Dec 2018	Closed	9am- 6pm	9am - 6pm
Thur 27 Dec 2018	9am- 6pm	9am - 8pm	8am - 10pm
Fri 28 Dec 2018	9am - 6pm	9am - 8pm	8am - 10pm
Sat 29 Dec 2018	Closed	Closed	10am - 6pm
Sun 30 Dec 2018	Closed	Closed	10am - 6pm
Mon 31 Dec 2018	9am - 3pm	9am- 8pm	8am- 8pm
Tue 1 Jan 2019	Closed	9am - 6pm	9am - 6pm
Wed 2 Jan 2019	9am- 6pm	9am - 8pm	8am - 10pm

Our Product Partners

Date	ACN Click Energy	ACN Vodafone Support	Anovia Sales Support	MyNetFone Support	ADT Support	ACN 2degrees Sales & Support
Fri 21 Dec 2018	9:00am - 6:00pm	Limited support in the investigation and resolution of any new Missing Order Claims.	Limited support for IBO and customer sales and support interactions.	Closed	All leads will be processed as per normal business hours, although reduced staffing during this period.	Limited support in the investigation and resolution of any new Missing Order Claims.
Sat 22 Dec 2018	Closed					
Sun 23 Dec 2018	Closed					
Mon 24 Dec 2018	9:00am - 6:00pm	New Missing Order Claims will be accepted throughout this period.	Anovia's partner First Data will be available for existing customer support throughout the festive period	Any leads submitted during this period will be contacted from 2/1/2019 onwards.		New Missing Order Claims will be accepted throughout this period
Tue 25 Dec 2018	Closed					
Wed 26 Dec 2018	9:00am - 6:00pm	Cases that require Vodafone's assistance may be delayed until after 2/1/2019.	New customer lead submissions will be accepted but customers will be contacted once the team return after 2/1/2019.			Cases that require 2degrees' assistance may be delayed until after 2/1/2019
Thur 27 Dec 2018	9:00am - 6:00pm					
Fri 28 Dec 2018	9:00am - 6:00pm					
Sat 29 Dec 2018	Closed					
Sun 30 Dec 2018	Closed					
Mon 31 Dec 2018	9:00am - 6:00pm					
Tue 1 Jan 2019	Closed					
Wed 2 Jan 2019	9:00am - 6:00pm					